



Below is an update on the Iowa Health and Wellness Plan and Health Insurance Marketplace:

Iowa Health and Wellness Plan

New! Iowa Health and Wellness Plan Frequently Asked Questions: Looking for answers about common situations related to the implementation of the Iowa Health and Wellness Plan? A new frequently asked questions document is now available. The FAQ contains information on popular topics about the new program, spanning from enrollment to benefits. [Access the FAQ here.](#)

Medically Exempt Provider Referral Form: Reminder, providers may use the Medically Exempt Provider Referral form to help patients, if needed. The form must be completed entirely, and the member must provide consent. [Access the form here.](#)

Training Presentation: An updated version of the Iowa Health and Wellness Plan presentation is available. The presentation has been used at trainings statewide and is a good way to start learning about the Iowa Health and Wellness Plan for those unfamiliar with the program. [Access the presentation here.](#)

Medicaid Member Information

Member Questions: New Iowa Health and Wellness Plan members should contact Iowa Medicaid Member Services with any questions related to benefits, providers or billing. Contact Member Services at 1-800-338-8366 or in Des Moines 515-256-4606, 8:00 a.m. – 5:00 p.m., Monday- Friday, or members can visit <http://www.ime.state.ia.us/Members/>.

Application Questions: Individuals who have submitted an application to the Iowa Department of Human Services (DHS), those looking to submit an application over the phone, or those who are not yet members and have general questions should call the DHS Contact Center. Please call 1-855-889-7985, 7:00 a.m. -6:00 p.m., Monday- Friday.

Health Insurance Marketplace

- **Help Consumers Share their Story:** CMS has announced a new feature on HHS.gov, "Share Your Story", encouraging people benefiting from the Affordable Care Act to share their coverage stories, including those newly covered through the Health Insurance Marketplace. In the ongoing efforts to educate the public on the ACA, CMS has found that personal stories are a critical piece to that education. Please encourage a variety of recipients to share their experience to help others see themselves in this program and be motivated to find out what is in it for them. You will find the link to the story submission [here](#).

Please feel free to share this information with others in your organization or your community. If you'd like to subscribe to these email notifications, please email "subscribe" along with your name, organization and contact information to IMECommunications@dhs.state.ia.us.

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